Requesting Changes the CMS Can't Make

Much of the website's text is written into its code and can't be edited in the Content Manager. *Where Everything Is Managed* has the full list. The most common requests are:

- Opening hours, season dates, or tour times (Visit page)
- Tour descriptions, durations, or "From $…" prices (Visit page)
- FAQ questions and answers
- Membership prices, benefits, or checkout links
- The donation form link
- Phone number, email, address, or social media links
- Venue details or photos (Host an Event page)
- History chapters, the restoration timeline, or glossary terms
- Hero photos, page headlines, or body text
- New pages, menu changes, or redirects from old web addresses
- Adding a new editable area to the Content Manager

How to request a change

Send the developer a request that includes:

1. **Page and section.** Include the page address and the heading nearby, for example "Visit page → Hours & season → Off-peak tour times".
2. **Current text.** Copy and paste it.
3. **New text.** Paste the exact replacement, already proofread.
4. **Deadline.** Say whether it has to be live by a certain date and time.
5. **Images or files.** Attach them at full quality. The developer will resize them.

A screenshot with the area circled is always helpful.

Typical turnaround

Simple text changes can usually go live the same day once the developer has made them. Every developer change goes through the same automatic rebuild as your Content Manager edits.

Keep the systems in step

Some content exists both on the website and in another system. When you change one, request the matching change to the other:

If you change…	Also update…
Tour prices or durations in FareHarbor	The tour cards on the Visit page
Membership prices or benefits in HighLevel	The membership tiers on Support Us
A membership payment link in HighLevel	The tier's checkout link in the site code
Hours or season	The Visit page, the Home quick-facts strip, and the FAQ
Phone or email	The site configuration (footer, forms' error messages, DAF panel)

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